



InjuriesBoard.ie Complaints Policy

15th April 2011

Complaints

InjuriesBoard.ie Complaints Policy

InjuriesBoard.ie maintains an accessible, transparent and easy to use system of dealing with complaints. There is no one definition of a complaint. A complaint could be for example where:

- a customer feels they have been treated inappropriately
- InjuriesBoard.ie have not followed a published policy or procedure
- InjuriesBoard.ie have failed to deliver or meet an agreed standard of service
- InjuriesBoard.ie staff have been unhelpful or acted in an inappropriate manner

If you feel the service you have received has been in any way less than satisfactory InjuriesBoard.ie would like to hear from you. InjuriesBoard.ie's aims in relation to complaints handling include:

- taking complaints seriously and resolving them wherever possible
- treating all customers fairly and with respect
- being open and honest
- providing responses which are clear and easily understood
- respecting confidentiality
- using complaints and customer feedback to help improve our services
- providing explanations for decisions where appropriate

A complaint can be made in writing or by e-mail.

Letters or e-mails should be clearly referenced as a 'Complaint' and include relevant information such as:

- a claim reference if applicable
- the date on which a problem arose

- the name of the individual handling matters
- why you believe a particular service was unsatisfactory
- background information which may help us deal with the complaint efficiently
- any/ all other information you believe is relevant

All complaints are recorded and acknowledged in writing. InjuriesBoard.ie will process your complaint doing it's best to resolve matters speedily and without any undue fuss. Complaints will be reviewed by any or all of the following:

- a Supervisor
- a Manager
- a Director

Where an initial interim written acknowledgement has issued an additional (final) written response will issue following fuller investigation. If you are not satisfied with InjuriesBoard.ie's response you can seek a further review.

A complaint can be made in writing to:

InjuriesBoard.ie

PO Box 8

Clonakilty

Co. Cork

or by e-mail to complaints@injuriesboard.ie.